

CYPRUS TOURISM ORGANISATION
OBLIGATIONS AND RESPONSIBILITIES OF
ENTREPRENEURS/ MANAGERS OF HOTEL & OTHER
TOURIST ESTABLISHMENTS

A General Information

1. The establishment, operation and supervision of Hotel and other Tourist Establishments is governed by the Hotel & Other Tourist Establishments Legislation (Laws Number 40 of 1969 until today and the regulations issued in accordance thereof.
2. In accordance with the above law, Hotels are classified into classes of one to five stars and tourist establishments into luxury, class A and class B, so long as they comply with the prescribed conditions of building construction, quality of construction, equipment, level of operation and in general the services and amenities provided for every class.
3. The studies and plans of newly proposed hotel establishments, must be submitted to the Organisation for approval, following the town planning licence, referring either to the erection of a new building or the alteration or renovation of an existing building, in compliance with the prescribed terms for the proposed category and class.
4. The examination of the study and plans of the hotel establishment by the Organisation is an absolute prerequisite for the granting of the building license, without binding the relevant Authority in the exercise of its powers.
5. The adoption of measures for the comfortable and safe transportation, accommodation and the provision of amenities to disabled persons is imperative for all establishments.
6. The approval of plans by the Organisation is valid for one year. It is prohibited after the expiration of the said period to grant a building licence unless an application to the appropriate authority is submitted prior to its expiration.
7. The date of commencement of the building works must be notified to the Organisation.

8. The Organisation examines and approves the name of the hotel establishment, irrespective of whether it has been approved by the Registrar of Companies. The name of the hotel establishment may be included in the relevant application for the approval of the architectural plans.
9. Furthermore, according to the Organisation's policy it is desirable that the name relates to the Cypriot culture, history, civilization, and the general characteristics of Cyprus, and must be written in latin characters and avoid the use of locations. It is also desirable that names are not solely initials or a combination of initials with
10. Words and that the word Beach is not used where it does not concern a seaside plot.

B Obligations and Responsibilities

The Manager and entrepreneur of the hotel establishment whether the entrepreneur is a physical person or legal person, a legal entity in the name of which the operating license of a hotel establishment is issued have obligations before any Authority, Law and Regulations, which are mainly the following:

1. Classification and Licence to Operate (Regulation 2-4)

- The entrepreneur must submit to the Organisation an application for classification and issue of an operating licence at least three months before the commencement of the operation of the hotel establishment.
- It is prohibited to operate a hotel establishment before its classification and the issue of its license without the prior written approval of the Organisation.
- The operating licence of a hotel establishment must be displayed at a prominent place either at the office of the management or at the reception area.

2. Pricelists (section 3 Regulation 8-9, Regulation 60)

- Every hotel establishment must submit to the Organisation for approval a pricelist which must include all food and beverages offered in the establishment describing in detail the goods served.
- Prices on all items in the pricelists must include all charges such as the 10% service charge, and V.A.T.
- Pricelists must be written in Greek and in other foreign predominating language.
- Prices over all goods should correspond to normal quantities and qualities and the food must be prepared and presented in a professional way.
- Pricelists must clarify the following:

(i) The type of fish or meat used for the preparation of every food, and

(ii) whether it relates to local, freshly imported or frozen goods.

- Cyprus coffee must always be served with potable water.
- Copies of the approved pricelist must be readily available in the establishment where food and beverages are being served.
- Prices which are approved are valid from the 1st of April of every year until the 31st of March of the following year when they expire and must be renewed.

3. Client information and statistics (Regulationj 10,64)

- It is imperative to keep a record of registration cards with information about the name, address, nationality, profession, dates of arrival and departure of every client in the establishment.
- Every entrepreneur or Manager of a hotel establishment must submit to the Organisation, any information regarding the transportation of clients in the business as well as display at a prominent place of the establishment any circular and bring to the attention of the clients any directives of the Organisation, whenever requested.
- The entrepreneur or manager of the hotel establishment may refuse entry to clients who refuse to complete and sign the registration card.

4. The Manager of the hotel establishment (Section 11.20)

- The Manager is in charge in every hotel establishment and must have the minimum qualifications required for every category and class in accordance with the relevant provisions of the Law. The management may be carried out by the entrepreneur or a physical person if he has the necessary qualifications.

5. Service provided to clients (Regulation 49,59,67,68 ect. Article 15A)

The Manager of a hotel establishment and its staff must be polite with the clients and show willingness and eagerness in the execution of their duties.

Every hotel establishment must, if in operation, be open for business and have a reception service on a twenty-four hour basis.

A card must be displayed at a prominent place in every room in which the number of the room or apartment, the number of beds, and the price approved by the Organisation be written as well as any other information prescribed by the Organisation.

Every hotel establishment depending on its class and capacity must employ the necessary number of staff with the appropriate specialisation to provide a satisfactory level and standard of service to the clients and in general for its smooth operation.

The hotel establishment shall among other matters be responsible for the following:

- providing services and amenities offered and advertised by the Organisation.
- daily cleaning of rooms and the supply of toilet paper and soap.
- perfect hygiene and appearance of the linen and utensils used provision of clean sheets and towels to every client.
- replacement of towels and bed linen should be as follows:
 - daily as regards five star hotels and luxury tourist establishments,
 - every two days as regards four and three star hotels and Class A tourist establishments,
 - every three days as regards one star and two star hotels, Class B and C tourist apartments and traditional buildings.
- disinfection with suitable sprayers of all the areas of the business.
- the exploitation and transformation of the uncovered unused area of the building site of the business with the creation of green and gardens and their maintenance into a clean and pleasant condition.
- the allocation of rooms by the establishment in such a way in order to avoid overbooking of rooms beyond the hotel's capacity and the practice of stop sales.
- It is prohibited for the entrepreneur or Manager to
 - lease rooms or use any areas of the business when the building and its surroundings have not yet been completed.
 - publish misleading or false information or material regarding the establishment.
 - refuse to offer rooms in order to satisfy the needs of internal tourism, when there are available rooms on the day when the client requests to reserve a room.
 - receive greater sums or give discounts beyond those approved by the Organisation.
 - lease or sub lease to persons unknown to the establishment restaurants or other categories of catering & entertainment

establishments which are possibly in operation within the hotel establishment.

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